

Statement of Yvette Doan, State Director, MENTOR Oregon

"For more than 15 years, MENTOR Oregon has strived to make a positive difference in the lives of the individuals we are privileged to support. While we are proud of our track record of successfully serving thousands of individuals, we know that if we are going to accept any small measure of credit for a job well done for those we support, we must also acknowledge when our services may fall short. While we are limited due to privacy and confidentiality in what we can say about any specific individual, we take our obligation to do all we can to ensure the health and well-being of those we serve extremely seriously.

"Following these events we developed an extensive quality improvement plan which we provided to our state and county partners. Among the specific actions we undertook, we trained all direct care staff on strategies to maintain skin integrity and reduce the risk of pressure injuries as well as required notification and response protocols in the event of a pressure injury. We also trained staff on how to effectively partner with home health resources, report and monitor any change in medical condition and their obligations related to timely and complete documentation. In the aftermath of these events, the state imposed a rigorous review process on referrals and transfers in Curry County. We worked collaboratively to address areas of concern, made a commitment to not accept any new referrals or transfers while we engaged in training and staff development on the topics above and, ultimately, decided that we would voluntarily return the license for this home.

"In closing, I want to reiterate MENTOR Oregon's commitment to those we serve. We continue to work each day to deliver quality of life enhancing services to those who we are honored to support. We remain committed to continuous quality improvement in collaboration with our state and county partners and continue to strive each day to provide the best services possible."